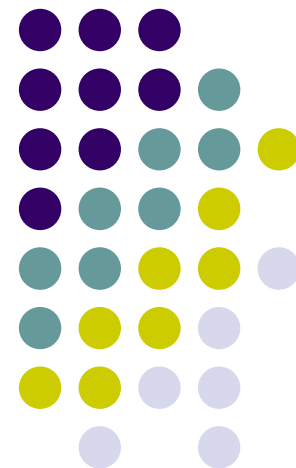


Heartbeat

M&E Tools for Low Literacy Staff





Background to HB M&E

- Basic M&E systems without calling it M&E
- Sites report on monthly cycle (narrative reports and triplicate slips)
- HB access database created 2003 for OVC
- Discussions begin for formal M&E in mid-2005
- M&E training in 2005 and 2006
- M&E plan drafted in June 2006

HB and PEPFAR



- First PEPFAR funding received FY04/05
- New focus on service delivery count and direct and indirect targets
- Service delivery count initially completed manually through excel spreadsheets
- All data stored with individual managers, except original OVC data (access database)



HB Data Collectors

- Community-based Child Care Workers primary source of all data on children
- Community-based Community Development Facilitators primary source for most data on services
- Social Workers and support staff also collecting data on PSS and Education services



HB Data Collection Tools

- Intake forms
- Home Visit forms
- Triplicate slips forms (food parcels, stationary packs, school uniforms, DIK)
- Support Group attendance forms
- Activity attendance forms
- NEW services summary form (database originated)
- Monthly narrative reports



M&E Tools - Challenges

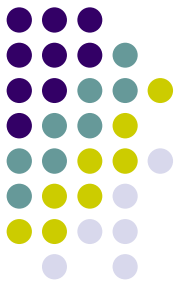
- Low literacy levels for field staff
- Low appreciation of data accuracy
= inaccurate data collection (names of OVC)
- Low technology literacy at sites
- Low access to technology at sites
- No internet connectivity at sites
= long time periods between service delivery,
data collection and data input

Responding to the Challenges



Tools for low literacy staff at sites:

- Standardised picture-based service delivery forms
- Database generated service summary forms (important for accuracy of names)
- Standardised question and answer report formats to replace narrative reports
- Creating feedback system for sites



Anticipated Outcomes

- Data collection an integral part of reporting
- Data collection and reporting a management tool for sites as well as Head Office; not a burden
- Improved accuracy of reporting through increased appreciation of benefits

Examples:

Heartbeat Monthly Service Statistics

Site:

DATABASE GENERATED

CDF:

Month & Year:

Service:

[illegible]

Examples:



Were the CCW able to visit all the OVC this month?	No	Yes, some	Yes, all
If no, what was the main obstacle?	OVC not at home	Transport	Too many OVC

Did you meet with schools in your community this month?	No	Yes, some	Yes, all
What was your relationship like with the SGB this month?	Good	Bad	OK
Accessing SFE this month was...	Easy	Difficult	OK